



SYSTEM DEVELOPMENT PROJECT PROPOSAL

LEAN MANAGEMENT: IMPROVING PROCESS EFFICIENCY ON GOVERNANCE DOCUMENTS TOWARDS INTERNATIONAL STANDARD REQUIREMENTS

Prepared For:

SEDAFIAT SDN BHD

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MALAYSIA PRODUCTIVITY CORPORATION (MPC)

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CONTENTS

	Pages
<i>Contents</i>	2
1. INTRODUCTION.....	3
2. OBJECTIVES AND BENEFITS.....	3
3. METHODOLOGIES AND SCOPES.....	3
4. PROJECT DURATION.....	3
5. OUTPUT.....	4
6. CLIENT'S CONFIDENTIALITY.....	4
7. PAYMENT SCHEDULE.....	4
8. THE CONSULTANCY TEAMS AND PROJECT COUNTERPART....	4
9. IMPLEMENTATION PLAN.....	4
10. FURTHER ENQUIRIES.....	5
11. TERMS AND CONDITIONS.....	5
12. VALIDITY.....	5

APPENDIX I : LETTER OF ACCEPTANCE

APPENDIX II : PROPOSED ACTION PLAN

1. INTRODUCTION

Lean Management is an applied methodology and techniques that cause work tasks in a process to be performed with minimum of non-value adding activities resulting in reduce waiting time, queuing time, administrative time, and delays. It also focuses on tracing waste and non-value-added products. The lean philosophy emphasizes creating more value for customers with fewer resources through optimizing the flow of work. The outcome is a more organized where employees have access to tools they need and empowered to deliver delightful customer service. At the end, it can give an impact on cost savings due to efficient processes and workflows and leads to profitable business results. Lean Provides services and deliver product with the optimal use of resources, including time, money, and people.

2. OBJECTIVES AND BENEFITS

- 2.1 Understand the scope and breadth of a Lean Management initiative.
- 2.2 Understand the concept of tools required in identifying organisational value and waste.
- 2.3 Understand the importance of lean in improving business performance and process efficiency.
- 2.4 Understand the lean fundamentals and apply basic lean analysis and business process.
- 2.5 Identify opportunities and problem areas within existing business.

3. METHODOLOGIES AND SCOPES

- 3.1 Consists of the following modules:
 - a) Briefing and brainstorming on improving governance document (1 day)
 - b) Workshop on Understanding Management System Requirement and document mapping (2 days)
 - c) Workshop on reviewing Standard Operating Procedure (SOP), Key Performance Indicator (KPI) and normative reference information (2 days)
- 3.2 Scopes: Phase 1 – 1 day briefing and 2 days workshop
Phase 2 – 2 days workshop

4. PROJECT DURATION

- 4.1 Target 1-2 months (up to 2 months depending on company's commitment), which cover 5 working days including:
 - Briefing/brainstorming session – **1 days**
 - In-house Workshop – **4 days**

(For each consultancy/visit the minimum is 5 hours per visit)

5. OUTPUT

Will be in 2 forms:

- 5.1 Verbally – Discussions/ meetings, comments/ briefings, and workshop.
- 5.2 Written – a report to be submitted after each visit includes.

6. CLIENT'S CONFIDENTIALITY

All data and information received from the clients will be treated as private and confidential. It will not be revealed to anyone without a prior permission from the client.

7. PAYMENT SCHEDULE

Payment will be claimed as follows:

Phase	Agenda	Man-days (days)	Fee (RM)	Total (RM)
Phase 1	➤ Briefing and brainstorming on improving governance documents. ➤ Workshop on understanding management system requirement and document mapping.	3	3,500.00	10,500.00
	Total amount to be claimed in Phase 1		10,500.00	
Phase 2	➤ Workshop on reviewing SOP, KPI's and normative reference information	2	3,500.00	7,000.00
	Total amount to be claimed in Phase 2		7,000.00	
Total				17,500.00

8. THE CONSULTANCY TEAM AND PROJECT COUNTERPART

The consultants for the project will be:

- i. MPCian
- ii. MPC Partner/associates

9. IMPLEMENTATION PLAN

Proposed action plan for the implementation program as per confirmation by client.

10. FURTHER ENQUIRIES

For further information, please contact:

Malaysia Productivity Corporation

Level 2, Menara MAA,

No. 6, Lorong Api-Api 1

88000 Kota Kinabalu.

Tel: 088- 233245 Fax: 088- 242815

(attn. Ingrid Ng Edy; email: ingrid@mpc.gov.my)

11. TERMS AND CONDITIONS

All forecasts, recommendations, and timing of completion in this and any subsequent report and letter (if the proposals are accepted) are made in good faith and based on the information before us at the time. Their achievements must depend among other things on the effective cooperation of the client's staff. Therefore, no statement in any report or letter under circumstances is to be deemed as a representation, undertaking, warranty or contractual condition on the part of the consultant, and shall not constitute as a breach of contract.

12. VALIDITY

This proposal is valid for sixty days from the date of stated below, subject to extension by MPC.

Malaysia Productivity Corporation (MPC)
Sabah Region

(Date: 30 Apr 2021)

LETTER OF ACCEPTANCE
(MALAYSIA PRODUCTIVITY CORPORATION)

SEDAFIAT SDN BHD agrees to accept the services provided by Malaysia Productivity Corporation for Consultation Project on ***LEAN MANAGEMENT: IMPROVING PROCESS EFFICIENCY ON GOVERNANCE DOCUMENTS TOWARDS INTERNATIONAL STANDARD REQUIREMENTS*** for a fee of Ringgit Malaysia Seventeen Thousand and Five Hundred Only (***RM 17,500.00***); Subject the conditions contained therein.

Accepted by:

.....
Client Name
Signature

.....
Department's Stamp
Date